

Evaluating information prescriptions in two clinical environments

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APPENDIX B

Provider survey

“Providers,” defined as physicians and nurse practitioners in both studies, were surveyed at the outset of the study to elicit their expectations and to assess their ability to predict how participants would respond to the services. Providers in both groups were surveyed at the end of the study to determine whether their expectations of the service had changed and, again, to assess their predictions of the participants’ reports. The providers’ survey asked the same questions as the participants’ survey but requested providers to “fill this out as you think neonatal intensive care unit (NICU) parents (or breast cancer [BrCA] patients) would” and, for the overall satisfaction question, to estimate the percentage of participants who would respond at each level of response.

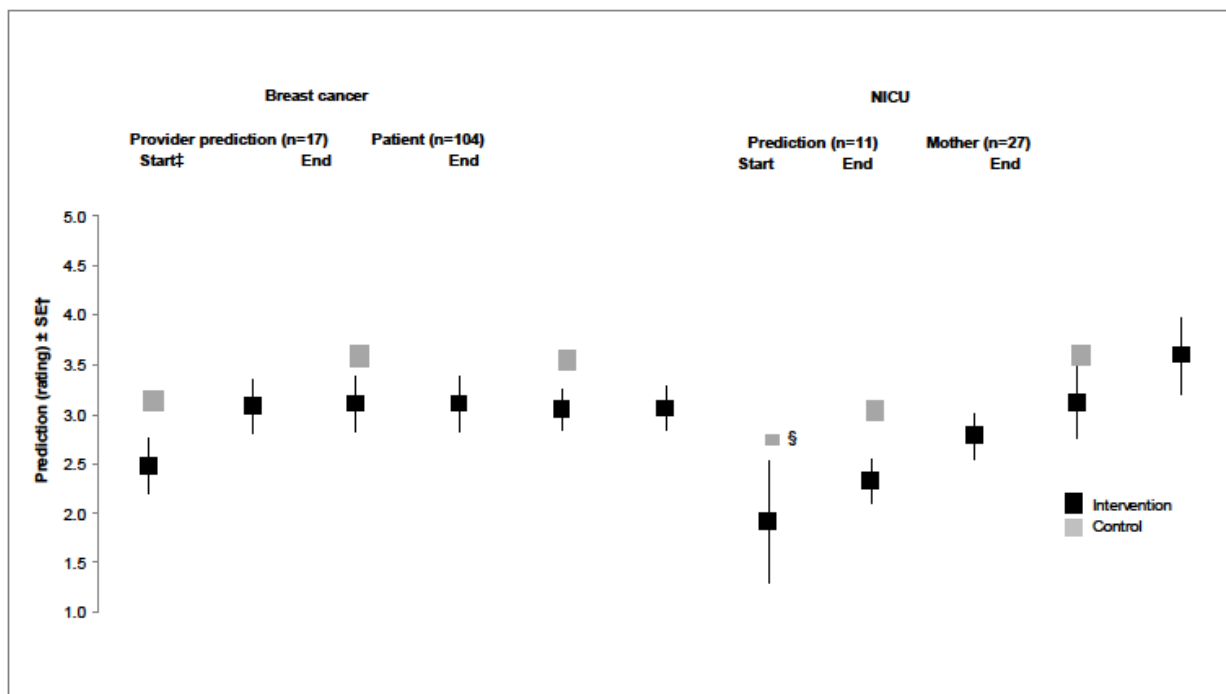
All 17 BrCA providers responded, and 10 of 13 attending physicians (77%) responded in the NICU. Figure 6 shows provider predictions at the start and at the end of the study, for both the control and information prescription (IRx) groups. The graph shows an increase in predicted satisfaction by both groups of providers between the beginning and end of the study.

Providers’ initial assessments in the BrCa study were that patients in the IRx group would have greater satisfaction with information services. This prediction reflects two expectations: First, that the intervention would be effective and, second, that the current information services required improvement. Providers’ exit assessments indicated that they felt both groups were satisfied, and these predictions were accurate. The perception of greater satisfaction by study’s end suggests that providers became more comfortable with the service over time.

The NICU providers saw room for improvement but underestimated the mothers’ satisfaction with current information services. These harsh predictions by both provider groups suggest that providers are aware of patients’ information needs and feel that the clinical system does not adequately meet those needs.

Figure 6

Provider prediction versus patient/mother report*



* The predictions made at study start by providers regarding the control group participants were statistically significantly poorer (i.e., lower satisfaction) in both studies than the exit satisfaction scores of BrCa and NICU participants, whether in the control or intervention group. In the NICU study, the end predictions of the providers were again in the direction of poorer assessment of information resources.

† Scale: 1=Poor, 5=Excellent.

‡ “Start” indicates providers’ predictions at the start of the study, “End,” their predictions at the end of the study. “Patient/Mother End” denotes participants’ exit overall satisfaction scores.

§ One assessment (NICU providers at study start) asked a prediction of the participants as a whole, hence the mixed color of its square.